

ABUSE AND SERIOUS INCIDENTS MUST BE REPORTED



Office of Quality
Assurance (QA)

Division of
Developmental
Disabilities (DDD)

Rhode Island
Department of
MHRH

What Must I Report

- Physical Abuse
- Sexual Abuse
- Sexual Exploitation
- Verbal/Psychological Abuse
- Neglect
- Mistreatment
- Financial Exploitation
- Human Rights Violations
- Death
- Serious Injury
- Unplanned Hospitalization
- Police Involvement
- Serious Medication Error
- Missing Person
- Suicide Attempt
- Unauthorized Restraints
- Aversive Interventions
- Communicable Diseases

What Is My Duty To Report?



RI General Laws 40.1-27-2 and MHRH Licensing Rules and Regulations state:

“Any person... who has knowledge of or reasonable cause to believe that a person has been or may be a victim of abuse, neglect, mistreatment, human rights violation, or serious incident shall make, within 24 hours or by the end of the next business day, a report to the Office of Quality Assurance.”

There may be situations where it is difficult to report incidents that involve co-workers, supervisors, friends or family members. Your **primary responsibility**, however, is to the **person with a disability** and to assure that he/she is safe and protected from any further harm.



How Do I Make A Report?



You can contact the **Office of Quality Assurance, DDD**, at:

Voice 401- 462-2629
RELAY RI TTY 711 or
1-800-745-5555 or
Voice 1-800-745-6575

during normal business hours Monday–Friday. A QA staff or administrator is available by pager after normal business hours and weekends to answer any questions or to provide support or guidance.



If you are not sure if something should be reported call and talk to a QA staff.

What Happens After A Report Is Made?

A QA staff will record the information you provide on a **Confidential Incident Report Form**. He/she may ask for additional information. All incidents are discussed at the Division's **Internal Incident Management Committee** that meets twice a week. Each

incident is classified in terms of the *type* of incident. The Committee identifies any requests for additional information, follow-up or formal review or investigation.



All reported incidents are then entered into QA's confidential data tracking system.

If there is a suspicion of **abuse, neglect, mistreatment, etc.** a decision may be made by the agency, QA and/or the Department to initiate an investigation.

Only *authorized investigators* from community agencies, Office of QA, Office of the Attorney General and the Police can conduct formal investigations.

Respect Confidentiality!

Your responsibility is to respect the privacy of the person who is involved in the incident and only to discuss information about the incident with an assigned investigator or administrative staff from your agency.

Who Can Receive A Copy Of The Report?

All **Investigative Analysis Reports** are considered **CONFIDENTIAL** and shared with the agency Executive Director, Board President, Chair of the Human Rights Committee (HRC), and the Office of the Attorney General, as necessary.

Any person who reports an incident resulting in a formal investigation and the alleged victim and/or his/her legal guardian can request a copy of the **Investigative Analysis Findings** by contacting the Office of QA.



Department of Mental Health, Retardation and Hospitals (MHRH)
Dr. Ellen R. Nelson
Acting Director

Donald L. Carcieri,
Governor

Office of Quality Assurance (QA,),
Division of Developmental Disabilities (DDD)

Craig S. Stenning,
Acting Executive Director
Susan L. Babin,
Administrator